

September 8, 1999

IN RE: DOCKET NO. 1999-323-C – ACCESS INTEGRATED NETWORKS INC

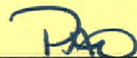
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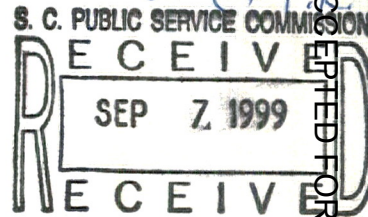
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September 7, 1999



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✓ **VIA HAND DELIVERY** MR

The Honorable Gary E. Walsh
Executive Director
South Carolina Public Service Commission
P.O. Drawer 11649
Columbia, SC 29211



RE: Application of Access Integrated Networks, Inc. for a Certificate of Public Convenience and Necessity to Provide Local Exchange *and* Interexchange Telecommunications Services Statewide
Docket No. 1999-323-C, Our File No. 99.34

Dear Mr. Walsh:

Enclosed is the original and twenty-five (25) copies of the **Testimony of Tom Wright** filed on behalf of Access Integrated Networks, Inc. in the above-referenced docket.

Please acknowledge your receipt of this document by file-stamping the copy of this letter enclosed, and returning it via the bearer of this letter.

If you have any questions or need additional information, please do not hesitate to contact me.

With kind regards, I am

Yours truly,

John J. Pringle, Jr.
John J. Pringle, Jr.

JJP/cr, enclosure

cc: Stephen Louis A. Dillard
Mr. Tom Wright

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BEFORE THE
SOUTH CAROLINA
PUBLIC SERVICE COMMISSION

DOCKET NO. 1999-323-C

S. C. PUBLIC SERVICE COMMISSION
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In the Matter of the Application of Access Integrated Networks, Inc. for a Certificate of Public Convenience and Necessity to Provide Local Exchange and Interexchange Telecommunications Services, for Alternative Regulation First Approved in Docket No. 95-661-C, and for Flexible Rate Structure for Local Exchange Service Offerings First Approved in Docket No. 98-049-C

TESTIMONY OF TOM WRIGHT

S. C. PUBLIC SERVICE COMMISSION
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UTILITIES DEPARTMENT

- Q. Please state your name and business address.
- A. My name is Tom Wright and my business address is 121 North Crest Blvd.
Macon GA 31210.
- Q. By whom are you employed and in what capacity?
- A. I am the President of Access Integrated Networks, Inc. ("Access").
- Q. Please give a brief description of your background and experience in telecommunications.
- A. I am a graduate of Valdosta State University with a degree in Business Administration. I have over 25 years of experience in the telecommunications industry, most of it in the local service arena. In various positions with BellSouth, I managed sales activities in the mid/south Georgia area and have an intimate understanding of that market. Additionally, I played a major role in developing and managing BellSouth's original third-party

RETURN DATE: OK MR
SERVICE: OK MR

distribution channel. As a profit center manager for a sales operation, I gained valuable experience in budget management and expense control. My understanding of BellSouth and its processes is invaluable in ongoing negotiations with incumbent local exchange carriers ("ILECs").

Q. What is the purpose of your testimony?

A. The purpose of my testimony is to describe the nature of Access' proposed service offerings within the State of South Carolina and to demonstrate its financial, managerial, and technical ability to provide local exchange and interexchange intrastate telecommunications services within the State of South Carolina.

Q. Do you wish to incorporate by reference any documents into your testimony?

A. Yes. I wish to incorporate by reference the underlying Application filed in this proceeding and its associated exhibits.

Q. Has Access registered to do business in South Carolina?

A. Yes. Access is a Georgia Corporation in good standing with the State of South Carolina. Copies of Access' Articles of Incorporation and Certificate of Authorization to transact business in the State of South Carolina are attached to Access' application as Exhibits A and B.

Q. Please describe the services Access intends to provide within the State of South Carolina.

A. Access plans to resell switched long distance, toll-free services (800/888/877), dedicated long distance services, interLATA and interexchange private lines, analog and digital data circuits, frame relay, operator services, domestic and international calling cards, pre-paid calling cards, after-hours message and reporting services, voice mail, paging services, MTS, WATS and all voice and data interexchange network services available for resale. Access also seeks certification to provide all services that can be provided by a local exchange carrier, as a reseller and as a facilities-based carrier. Access will resell the services of the ILECs, and offer services by means of its own facilities as well.

Q. What carrier will Access utilize as its underlying carrier for the resale of interexchange telecommunications services in South Carolina?

A. Access currently utilizes the services of Qwest for the provision of interexchange telecommunications services. Access will only utilize carriers properly certified by this Commission.

Q. What types of customers does Access intend to serve?

A. Access plans to serve both residential and business customers, offering a bundled product of local exchange and long distance services. Access also plans to provide voice mail, paging services and Internet services in certain areas. Access also offers wireless interactive paging service.

Q. Has Access provided any intrastate telecommunications services within the State of South Carolina to date?

A. No, it has not.

Q. When does Access expect to be able to provide service in South Carolina?

A. With regard to local exchange services, Access hopes to begin offering services to South Carolina customers shortly after receiving certification and filing its final tariff with the Commission. Access has negotiated an interconnection agreement with BellSouth Telecommunications, Inc. ("BellSouth"), which will be filed with the Commission for approval. Access may enter into negotiations with other incumbent LECs for resale, interconnection and collocation in South Carolina. Any such agreements between Access and incumbent LECs will be filed with the Commission for approval upon execution by the parties. Access will begin to provide interexchange services upon approval of its final tariff by the Commission.

Q: Will Access' tariff comply with the applicable rules and regulations of the Commission?

A: Yes.

Q. Will Access comply with the Commission's orders regarding the resale of interexchange carrier services?

A. Yes. Access will at all times provide and market interexchange carrier services in accordance with current Commission policies.

Q: How are billing errors and complaints handled?

A: Access will offer a dedicated Customer Service Division whose sole function will be to provide assistance to Access' customers. Access has implemented a policy of responding to complaints and customer inquiries in a rapid, efficient manner. When a billing error is brought to Access' attention, Access' Customer Service Representative retrieves the customer's call detail and issues a credit applied to the customer's next bill. If the Customer Service Representative cannot resolve a problem with the Customer, Management will handle the problem. If Management cannot resolve the problem, Management shall refer the customer to the Commission. Our Customer Service Representatives will have call detail electronically available for review, and archived summaries of customers' bills include the customer's complete history with Access.

Q. How will South Carolina customers contact Access' customer service division?

A. Customers can call Access' toll-free number, which is (888) 275-0777, 24 hours a day, seven days a week to reach Access' customer service division. The number will be provided and printed on monthly billing statements. Access also has a toll-free number, (888) 423-2223, devoted exclusively to providing response to repair questions and issues.

Q. Has Access requested certification for local and long distance telecommunications authority in any other State?

A. Yes. Access has been certified to provide local exchange and interexchange telecommunications services in Georgia, Alabama, Florida and Kentucky. Access is also seeking local exchange and interexchange certification in Louisiana, Mississippi, Tennessee and North Carolina.

Q. Does Access have sufficient managerial resources and abilities to provide telecommunications services in South Carolina?

A. Yes. The management team of Access has considerable experience in management, marketing, network operations, customer service, and financial and accounting issues. A description of my experience is found on Pages 1 and 2 of this testimony, and resumes of other key personnel are attached to Access' Application as Exhibit C.

Q. Describe Access' financial ability to provide local and long distance telecommunications services in the State of South Carolina.

A. In support of Access' financial ability to provide the services sought herein, Access filed compiled financial statements and accountant's reports for calendar years 1997 and 1998 with the Commission as Exhibit D to its Application. At the time of hearing, if necessary, I will provide further testimony to support Access' financial ability to provide the services set forth in its Application.

Q. How will the people of South Carolina benefit from Access' services and presence in South Carolina?

A. Access will improve the overall quality and variety of services available in South Carolina by providing business and residential customers competitive rates and capable, responsive customer service. By offering customers greater variety and choice among local exchange and interexchange carriers, Access' presence in the South Carolina market will increase competition in the local and long distance markets, and motivate other companies to provide innovative services, improve the quality of their networks, and lower prices.

Q. Does this conclude your testimony?

A. Yes it does. I would like to thank the Commission for this opportunity to provide information relevant to Access' Application and stand ready to provide any additional information that the Commission may need in making its decision.

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